

**1. Rapid Response Team**

- KPI = Measure time from validation of Severity 1 or Severity 2 incident to notification of customer. Measured time should be less than or equal to 15 minutes.
- KPI = Measure time from validation of Severity 1 or Severity 2 incident and engagement of the Rapid Response Team to incident resolution (single site WAN outages excluded).

**2. Agency Tech Lead Empowerment**

- KPI = For COV domain resources, create a monthly report by agency that shows users with admin rights for servers or admin rights for desktops, reflecting monthly increases and decreases in each category.
- KPI = For non-COV domain resources, create a monthly report of the number of tickets requesting administrative rights to servers or desktops, and how many were granted rights.

**3. Laptop-Desktop Depot Service**

- KPI = Measure the average resolution time (time from ticket open to ticket resolve) for laptop/desktop hardware failure incidents by month.

**4. Work Request Process & Technology Architecture/Solutioning Re-Design**

- Develop the process for solutioned and non-solutioned work orders by 01 July.
  - KPI measurement = % complete of this task
- KPI = Develop the currently identified 10 pre-solutioned work order forms by 01 July.
  - KPI measurement = % complete of this task

**5. Inventory/Billing Disputes Team**

- KPI = Measurement of average time to resolve, from receipt of dispute to resolution in total business days.
- KPI = Measurement of time to resolve from receipt to resolution (in number of business days), subtracting suspense time due to additional clarification or additional data needed from agencies. Suspense time will be categorized to detail where the suspense time was accumulated (e.g. VITA CSL or agency representative). VITA will be responsible for facilitating requests for additional clarification or additional data from agency disputes and will provide status weekly to generate this suspense time KPI delivery.

## **6. HelpDesk Re-Design**

- KPI = Rework Tickets: Measure the number of tickets resolved and reopened by customer as work not being completed. This will be calculated on a daily basis and reported weekly and monthly.
- KPI = Misrouted Tickets: Measure the number of tickets that were misrouted to the wrong queue and had to be reassigned causing delay in service. This will be calculated on a daily basis and reported weekly and monthly.

## **7. Password Reset SLAs**

- SLA= COV Password Resets (includes Psync Password Resets) - Measures will be based on resolution time of incident tickets. Measured time should be less than or equal to 1 business hour.
- SLA = Encryption Plus - Measures will be based on resolution times of Encryption password reset requests (based on incident tickets). Measured time should be less than or equal to 1 business hour.
- SLA = Application Password Resets – Measure will be based upon the time to reassign tickets to the appropriate agency queue for password resets for agency based applications (where the agencies administer their password resets). Measured time should be less than or equal to 1 business hour.
- KPI = Number of password reset requests for non-COV accounts not measured by 3 SLAs above.